

R E M A R K S

Reconsideration of this application, as amended, is respectfully requested.

THE TITLE

The title has been amended to more clearly indicate the nature of the invention to which the claims are directed, as required by the Examiner.

THE SPECIFICATION

The specification has been amended to correct a minor informality of which the undersigned has become aware. Clearly, no new matter has been added, and it is respectfully requested that the amendments to the specification be approved and entered.

THE DRAWINGS

Fig. 8 has been amended to correct the spelling of the word "Expansion".

Submitted herewith are a corrected sheet of formal drawing which incorporates the amendment and an annotated sheet showing the changes made thereto.

No new matter has been added, and it is respectfully requested that the amendment to Fig. 7 also be approved and entered.

THE CLAIMS

Claims 1, 9 and 12 have been amended to clarify that the product information, upon which the ordinary search is based, includes at least a product model and an identification of a problem, as supported by the disclosure in the specification at, for example, page 14, lines 5-8.

In addition, claims 1-14 have been amended to make some minor grammatical improvements and to correct some minor antecedent basis problems so as to put the claims in better form for issuance in a U.S. patent.

No new matter has been added, and it is respectfully requested that the amendments to the claims approved and entered.

RE: THE PRIOR ART

As recognized by the Examiner, USP 6,735,592 ("Neumann et al") discloses retrieving information based on a request entered in a natural language format.

It is respectfully submitted, however, that Neumann does not disclose, teach or suggest a technical support system (or program or method) in which a knowledge base is searched based on product information which includes at least a product model and an identification of a problem and which is input as claim content, as according to the present invention as recited in amended independent claims 1, 9 and 12.

Therefore, it is respectfully submitted that Neumann et al clearly does not disclose, teach or suggest the technical support system (or program or method) according to the claimed present invention.

And it is respectfully submitted that the present invention as recited in amended independent claims 1, 9 and 12, as well as claims 2-8, 10, 11, 13 and 14 respectively depending therefrom, clearly patentably distinguishes over Neumann et al, under 35 USC 102 as well as under 35 USC 103.

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In view of the foregoing, entry of this Amendment, allowance of the claims and the passing of this application to issue are respectfully solicited.

If the Examiner has any comments, questions, objections or recommendations, the Examiner is invited to telephone the undersigned for prompt action.

Respectfully submitted,



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Response to Office Action
Application Serial No. 10/002,744
Annotated Sheet Showing Changes



Unit (J)	Unit (E)
U01 給紙ユニット	U01 Paper feeder unit
U02 オプション給紙ユニット	U02 LCF/PFU/PFP
U03 光学/レーザーユニット	U03 Optional/Laser Unit
U04 ドラム	U04 Drum
U05 チャージャー/グリッド	U05 Charger/Grid
U06 現像器ユニット	U06 Developer unit
U07 トナー/カートリッジ	U07 Toner/Cartridge
U08 クリーナーユニット	U08 Cleaner unit
U09 プロセスユニット全般	U09 Process unit in overall
U10 機体内用紙搬送ユニット	U10 Paper transport unit
U11 定着器ユニット	U11 Fuser unit
U12 排紙ユニット	U12 Exit unit
U13 ADD	U13 ADD
U14 ADF	U14 ADF
U15 ソーター/フィニッシャー	U15 Sorter/Finisher
U16 ドライブユニット	U16 Drive Unit
U17 コンパネユニット	U17 Control Panel unit
U18 PC板、その他電気部品	U18 PWA or other electrical circuit
U19 電源ユニット/高圧トランス	U19 Power supply unit/HVT
U20 HDD/拡張メモリー	U20 HDD/Expansion memory
U21 ネットワークコントローラー	U21 Network controller
U22 FAX/NCUボード	U22 FAX/NCU board
U23 本体ファームウェア	U23 Firmware in machine
U24 ドライバーソフトウェア	U24 Driver software
U25 ネットワーク環境	U25 Network environment
U26 外装カバー	U26 Exterior covers
U27 梱包箱	U27 Packaging
U28 その他	U28 Others

Expansion

FIG. 8

Response to Office Action
 Application Serial No. 10/002,744
 Replacement Sheet

Unit (J)	Unit (E)
U01 紙給ユニット	U01 Paper feeder unit
U02 オプション紙給ユニット	U02 LCF/PFU/PFP
U03 光学/レーザーユニット	U03 Optional/Laser Unit
U04 ドラム	U04 Drum
U05 チャージャー/グリッド	U05 Charger/Grid
U06 現像器ユニット	U06 Developer unit
U07 トナー/カートリッジ	U07 Toner/Cartridge
U08 クリーナーユニット	U08 Cleaner unit
U09 プロセスユニット全般	U09 Process unit in overall
U10 機体内用紙搬送ユニット	U10 Paper transport unit
U11 定着器ユニット	U11 Fuser unit
U12 排紙ユニット	U12 Exit unit
U13 ADD	U13 ADD
U14 ADF	U14 ADF
U15 ソーター/フィニッシャー	U15 Sorter/Finisher
U16 ドライブユニット	U16 Drive Unit
U17 コンパネユニット	U17 Control Panel unit
U18 PC板、その他電気部品	U18 PWA or other electrical circuit
U19 電源ユニット/高圧トランス	U19 Power supply unit/HVT
U20 HDD/拡張メモリー	U20 HDD/Expansion memory
U21 ネットワークコントローラー	U21 Network controller
U22 FAX/NCUボード	U22 FAX/NCU board
U23 本体ファームウェア	U23 Firmware in machine
U24 ドライバーソフトウェア	U24 Driver software
U25 ネットワーク環境	U25 Network environment
U26 外装カバー	U26 Exterior covers
U27 梱包箱	U27 Packaging
U28 その他	U28 Others

FIG. 8